DPSS DIVISION OF PUBLIC SAFETY & SECURITY
UNIVERSITY OF MICHIGAN

OFFICIAL ORDER NO. 23
JANUARY 22, 2020

SUBJECT: Policy - Incident Reporting and Supervision

TO: Division of Public Safety and Security Employees

1. PURPOSE

Accurate and timely documentation of activities and actions taken by the Division of Public Safety and Security is critical to our ability to solve crimes, identify vulnerabilities, and implement risk reduction strategies. The purpose of this Order is to establish policy and processes for incident reporting and supervision.

2. DEFINITIONS

Records Management System

A records management system (RMS) is an automated system that provides the framework for entering, storing, retrieving, viewing, and analyzing records, such as incident reports, criminal investigations, and related information. DPSS uses the Statewide Records Management System (SRMS) as its RMS.

Incident Reports

Incident reports are documents containing information related to criminal and non-criminal incidents and related activities. DPSS employees create incidents reports in the SRMS known as *Case Reports, Officer Reports, and Officer Narratives.*

3. GENERAL INFORMATION

A. Michigan police agencies are required to submit statistical crime reports according to PA 319 of 1968 (MCL 28.251 et seq.).

B. All DPSS officers are required to document all criminal and non-criminal incidents, arrests, investigations, and related activities in SRMS. Examples include but are not limited to violations of law, unusual occurrences or conditions, and issues causing concern for public safety. Information is reported to the Michigan Incident Crime Reporting (MICR) program through the Division's use of SRMS.

4. RESOURCE BOOKS

The guidance provided in the resource handbooks and manuals listed below shall govern the preparation and supervision of original and supplemental incident reports:

A. Statewide Records Management System (SRMS) Training Manual

B. Statewide Records Management System (SRMS) Training Bulletins

C. DPSS Narrative Report Writing Handbook

D. DPSS Standardized Report Writing Training

E. Michigan Incident Crime Reporting (MICR) Handbook

5. TYPES OF INCIDENT REPORTS

All reportable incidents should be submitted in SRMS under the appropriate report type. Descriptions of the report types are as follows:

A. Criminal Event (File classes 0100 to 7800, except 54003)
An investigating officer shall complete a record in SRMS for every criminal event that is brought to the investigator's attention unless that event has already been reported to another jurisdiction.

(1) All reports that document incidents involving a criminal file class shall be entered into SRMS as an online report.

(2) A criminal incident report shall be completed when an officer conducts any search of a person, container, vehicle, or real property. The report shall list the circumstances surrounding the incident and the reason(s) for the search.

If the search results in no evidence of criminal activity, the incident report shall be completed using the file class for the suspected criminal activity, which prompted the search, and the incident shall be closed as unfounded.

B. Non-criminal Event (File classes 54003, 89001 to 99009)

(1) Except for the instances listed below, a non-criminal incident report shall be completed for each non-criminal incident reported to or investigated by a DPSS employee.

Exceptions are allowed for the below instances, provided the minimum information is documented in the Dispatch Services' Computer Aided Dispatch System (CAD) to include: name, date of birth or MCard number of person(s) contacted, location, action taken by officer, and source (if documenting a single activation false fire alarm). Exceptions include:

a. Unlock/Lock

b. Escorts

c. A dispatched incident in which officers are unable to locate (UTL)

d. Elevator alarms that upon response are easily resolved and do not involve trapped or injured persons

e. Fire troubles, monitors, supervisory, and beam alarms

f. Single activation fire alarm resulting from a non-fire source such as dust, construction, steam, cooking, etc.

C. Use of Force

(1) A Use of Force Incident Report will be completed to document any incident where a member of the division uses force during the performance of their duties.

(2) In addition to the required SRMS report, the use of force during the performance of duties, by an on duty or off duty member of the division, shall be immediately reported by the employee to an on-duty department supervisor.

(3) An incident report shall be completed whenever a person is taken into custody, including protective custody.

D. Assistance to Other Agency
An officer who assists another law enforcement or public safety agency shall complete an incident report. If the DPSS employee is involved in the investigation of a criminal or non-criminal event, when the officer makes an arrest or recovers property, or at the direction of a supervisor, the assisting officer shall complete the appropriate fields in SRMS.

6. CORRECTING INCIDENT REPORTS

A. Once a completed report has been submitted by an officer and has been approved by a supervisor, the information contained in the report shall not be changed or deleted unless authorization is received from the department director/chief or designee.

B. A supplementary report, however, may be submitted with corrected information without prior authorization. A paragraph heading identifying the corrections shall be used; e.g., "Corrected Description of Vehicle."

C. Supervisors may contact the UMPD Records Unit to request a Workflow Override to initiate corrections identified after a report has been noted as "Work Complete."

(1) The *Workflow Override* feature may only be used to correct MICR related errors that are necessary to ensure accuracy of the information submitted.

7. INCIDENT REPORT SUBMISSION AND REVIEW

A. All original and supplemental incident reports shall be submitted for review as soon as practicable upon completion of the activity. Officers shall submit incident reports according to the following guidelines:

(1) Original incident reports of 0900 to 1300-2 file classes shall be submitted before the end of the officer's shift. These file classes typically refer to crimes against persons.

(2) Any incident report involving an in-custody arrest or apprehension shall be submitted before the end of the officer's shift.

(3) Reports detailing significant events with the potential for media attention shall be submitted before the end of the officer's shift.

(4) If an officer is unable to complete a report described above by the end of their shift, the officer must receive written supervisory approval to complete the report on the officer's next working day.

(5) Officers are expected to complete all reports before the officer's pass, vacation, or training days.

(6) Unless extenuating circumstances exist or the department director/chief or designee has approved alternate arrangements, officers shall submit all incident reports prior to an extended absence, including scheduled time away.

(7) Reports should contain only facts obtained or developed during the investigation or interaction. Any relevant officer observations should be factual and documented as observed.

(8) Before submission, officers should ensure their reports are clear, complete, concise, accurate, factual, impartial, legible, and free of spelling or grammar errors and MICR compliant.

(9) Intentional false statements or misrepresentation of facts in any report may result in disciplinary action, up to and including termination of employment.

B. Supervisors shall review original incident SRMS reports completed by officers.

(1) Original incident reports of 0900 to 1300-2 file classes shall be reviewed before the end of the supervisor's shift. These file classes typically refer to crimes against persons.

(2) Any incident report involving an in-custody arrest or apprehension shall be reviewed before the end of the supervisor's shift.

(3) Reports detailing significant events that have the potential to generate media interest shall be reviewed before the end of the supervisor's shift.

(4) Any corrections identified by the supervisor shall be corrected by the employee before the end of their shift.

(5) Supervisors responsible for reviewing incident reports shall complete the following duties:

a. Determine if a report was assigned the appropriate file class and handled in accordance with established policy.

b. Ensure MICR compliance.

c. Forward the case through workflow to the Police Department's Criminal Investigations Unit (CIU), Michigan Medicine Security's Engagement and Investigation Unit (EIU) or the Records Unit located at the Police Department.

(6) A supervisor reviewing a report submitted by division personnel shall review the screens and narrative report to ensure the information provided and the screens completed are clear, complete, concise, accurate, factual, impartial, legible, and free of spelling and grammar errors.

(7) To ensure accuracy, incident reports shall be compared with other documentation, such as arrest reports, attachments, and officer dailies.

C. All incident reports not meeting requirements listed in sections 8 A and B above shall be returned to the officer for corrections.

(1) Supervisors shall use the *E-Mail Notification for Tasks and Assignments* and *Workflow* to advise the reporting officer of needed corrections. Refer to *E-Mail Notification for Tasks and Assignments and Workflow, Enclosure 3* of this Order.

(2) Except for incident reports meeting the criteria in Section 7 A (1) through (3) of this Order, the reporting officer shall make the required corrections during their next scheduled shift and re-submit the report.

D. After department supervisors have reviewed incident reports for compliance with reporting requirements, all original reports with the file classes 01000 – 24003 (excluding 23001-23007), shall be submitted through workflow for CIU review.

It is understood that there may be additional report types that are submitted to CIU for review and/or situational awareness. Michigan Medicine Security supervisors will forward incident reports through workflow to EIU following review. The EIU will coordinate further

steps with CIU or forward the report to the UMPD Records Unit through workflow for closing.

(1) Following completion of work by EIU and supervisory review, the report will be submitted through workflow to CIU for review.

(2) CIU will coordinate with EIU if further investigation is required or forward the report to the UMPD Records Unit through workflow for closing.

E. If a report is found to be in need of corrections, additional information, etc. once the report has been forwarded to another department or unit for follow up, the report shall be returned to the supervisor who approved the report. Members of other departments or units will not go directly to the reporting officer(s) to initiate changes in a report.

8. RELEASE OF REPORTS

A. Other than for legitimate law enforcement purposes, such as prosecution or cooperation in an ongoing investigation, officers shall not share incident reports to persons outside DPSS.

B. Once an incident report has been submitted and reviewed, the incident report may be subject to release through the Freedom of Information Act (FOIA). If approved by the department director/chief or designee, officers may release incident reports to other law enforcement entities. If there is any question whether the incident report should be released, officers shall contact the Police Department Records Unit for clarification.

9. CASE SUPERVISION

A. Supervisors should refer to *Approving Cases Through Tasks and Assignments Enclosure 1* of this Order for step-by-step instructions for managing incidents reports.

B. Incident reports shall be reviewed in SRMS by a supervisor within 24 hours of submission.

C. All criminal reports filed with any investigative lead or incidents that that appear to be repetitive in nature shall be reviewed by a CIU supervisor by the next business day following approval of the original report.

10. MONTHLY REVIEW OF OPEN REPORTS

A. Supervisors shall use *electronic case management* within SRMS to ensure that open case folders and in-progress reports are being handled in a timely manner. Supervisors should refer to *Case Management Audit, Enclosure 2* of this Order for step-by-step instructions for managing incidents reports.

(1) Through the incident case management, supervisors will identify "open" incidents in need of review by a given date range and/or file class. SRMS provides a complete listing of all active investigations, enabling shift supervisors to ensure that all incident reports are accounted for in the open complaint file and are being actively pursued.

(2) This review of open reports will be completed monthly and documented in the case folder as "*Monthly Review,"* followed by a short notation of the status or actions to be taken, e.g. "*Monthly Review – Pending Court"* or "*Monthly Review – Pending Interview of Suspect."*

(3) Upon completion of the monthly review, supervisors shall use the *Email Notification for Task and Assignments and Workflow* to advise the reporting officer of required actions. Refer to *Email Notification for Tasks and Assignments and Workflow, Enclosure 3* of this Order for step-by-step instructions.

B. Supervisor Screens

(1) In-Progress
Reviewers shall note the number of incident reports that are in-progress, as well as the original date of each complaint. Supervisors shall follow up with the reporting officer on any incident not submitted in a timely manner.

(2) Supervisor
Reviewers shall note the number of complaints awaiting review by a shift supervisor, as well as the date of the complaint.

(3) Investigations
Reviewers shall note the number of complaints awaiting review by a CIU supervisor, as well as the date of the complaint.

(4) Records
Reviewers shall note the number of complaints awaiting review by the records unit, as well as the date of the complaint.

(5) Incidents with a file class less than 2500, excluding 23001-23007 and other significant incidents shall be reviewed/supervised by a CIU supervisor upon submission to CIU. After the initial review by a supervisor, an open incident report shall be reviewed every 30 days, until the report is closed.

(6) Supplemental reports shall be reviewed by a supervisor following submission of the original report.

(7) For review of open investigations, the necessary action(s) taken to bring the incident to a successful conclusion shall be noted on the electronic Supervisor Review tab.

C. Duties of Supervisors
Supervisors who review incident reports shall complete the following duties:

(1) Determine if an investigation occurred and reports submitted in accordance with established policy.

(2) Advise department leadership via the appropriate chain of command of any investigation that requires divisional guidance or notification or any reports of important events, serious crime, or unusual circumstances.

(3) Review the incident report for correct grammar, spelling, and file class.

a. Upon review, supervisors shall use the *Email Notification for Task and Assignments and Workflow* to advise the reporting officer of required actions. Refer to *Enclosure 3* of this Order for step-by-step instructions.

(4) Advise the department leadership via appropriate chain of command of any investigation that appears to merit consideration for an award or recognition.

(5) Upon arrest or seizure of property, supervisors will determine if the actions taken are in accordance with the law and established policy.

(6) During their shifts, supervisors shall review the SRMS report screens to ensure an awareness of the activities and incidents reported by division officers.

D. Supplementary Reports

(1) A supplementary report shall be submitted on every open incident at least once every 30 days

11. STATUS OF INCIDENTS

A. Closing Criminal Investigations

(1) It is preferable to keep unsolved incidents open, but when it is evident to the department director or designee that all possible investigative leads are exhausted, an incident may be closed without an arrest or recovery of property.

a. When closing an investigation, the complainant/victim shall be re-contacted by the investigating officer and advised the investigation is closed. A notation shall be included in the closing supplement, confirming notification status.

b. Property held in an unsolved case shall be disposed of in accordance with the division's property management Official Order before closing the incident report.

(2) When an incident is resolved through arrest or conviction, the report may be closed by using the following guidelines:

a. Property Involved

Property held on an incident shall be disposed of in accordance with the division's property management Official Order before closing the incident report.

i. For misdemeanor cases, the department and local prosecutor may establish a local property retention policy.

ii. For felony cases, the property and incident report shall remain open until the expiration of the appeal period.

B. Juvenile Offenders

(1) When Juveniles are fingerprinted and photographed, officers will follow the same procedure as for adults.

(2) Fingerprints, photographs, and records about the apprehension of juveniles shall be secured, separate from other documents, by the Property and Records Section and retained until the subject's seventeenth birthday. Michigan state law allows 28 days after their seventeenth birthday to expunge juvenile records.

C. Adult Offenders
Incident reports involving adult offenders may be closed when:

(1) The offender has been arrested and the arrest properly recorded.

(2) The court has set a bond, but the offender has not been released.

(3) The offender has been arraigned.

(4) No further investigation is necessary and only court testimony remains.

(5) No property is held in connection with the report.

(6) Arrest and prosecution of the suspect is not possible (e.g., the suspect is deceased).

a. Prior to closing out the investigation, the officer will contact the Prosecutor's Office for approval to release held property (if any) and close the report.

D. Report Closure
In closing an incident report, a narrative description of the court, which will adjudicate the case, shall be included.

E. Inactive Status
The case inactive status is used in SRMS when a warrant has been issued, but the case has not been adjudicated or is eligible to be closed by arrest due to the case not being adjudicated.

F. Property/Warrants in LEIN/NCIC

(1) Property in LEIN/NCIC
Under certain circumstances, it is permissible to close reports that have property pending in LEIN/NCIC. To ensure the incident reports are available for the LEIN validation process, these procedures shall be followed:

a. Incident reports involving stolen or missing vehicles, vehicle parts, license plates, boats, guns, or securities shall be entered in the LEIN/NCIC files, regardless of the dollar value of the property. The NCIC will accept these items even though the value of the property does not meet NCIC standards.

b. Serial-numbered items are not subject to the LEIN validation process and are retained in LEIN for the current year, plus one. Other items, such as vehicles, boats, etc., are subject to the LEIN validation process and are maintained in the system for the current year, plus four. Guns are retained in NCIC until canceled by the entering agency.

c. Incident reports in LEIN/NCIC involving lost or stolen license plates or serialized articles (excluding guns) may be closed any time after the first monthly review at the discretion of the department director/chief or designee. The LEIN/NCIC entry shall not be canceled until the items are recovered.

d. Incident reports that list property that is subject to the LEIN validation process shall remain open for at least 30 days or until after the first monthly review.

If after 30 days the property is still outstanding and investigative leads are exhausted, the status of the report shall be coded in the electronic incident reporting system with "LEIN Validation Only." However, the LEIN/NCIC entry shall not be canceled until the property is recovered.

e. Case review of these reports shall be conducted at the time of validation.

f. When the property is purged/canceled from LEIN/NCIC, the reports generated by SRMS shall be closed. A supplementary report is not required. The report status must be updated in SRMS to reflect a status of closed.

g. Supplementary reports shall only be required when the property is recovered, or a suspect is arrested.

(2) Warrants/Missing Persons in LEIN/NCIC
The incident report shall remain open or categorized as inactive until the LEIN/NCIC entry is removed from the system.

(3) Validation of Property and Warrants in LEIN/NCIC
Dispatch Services shall validate property/warrants entered in LEIN/NCIC as prescribed in the LEIN Operations Manual.

12. RETENTION SCHEDULE

Except as altered by special circumstances listed below, arrests, incidents, correspondence, reports, and necessary miscellaneous materials shall be retained according to the State of Michigan Records Management Services *General Retention Schedule #11 – Local Law Enforcement.*

Nothing prohibits department directors from retaining records for longer periods unless prohibited by statute or policy.

If there is no date listed under the "State Administrative Board Approval Date" column on the retention schedule spreadsheet, then the retention schedule for those documents has not yet been approved by the State Administrative Board. When this occurs, the documents must not be destroyed and must be retained either indefinitely or until the retention schedule for those documents are approved. Questions pertaining to the retention schedule should be directed to the Evidence and Management Unit at the Police Department.

13. OFFICIAL ORDER EXCEPTION

Exceptions to this Order must be submitted to the executive director, in writing, for approval.

14. REVISION RESPONSIBILITY

Responsibility for annual review and revision of this Order is assigned to the chief of police.

APPROVED BY

Eddie L. Washington, Jr.
Executive Director